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ABSTRACT

This document is the annual Accountability Report Card that was created by the Dalton State College Office of Institutional Research and Planning for the academic year 2002-2003. The document addresses improvements made according to indicators in a variety of areas that have also been used in previous years. The results for the 2001-2002 are compared to the improvement targets that had been set for 2002-2003 in the previous year. The document also provides the improvement targets and actual results for the 2000-2001 academic years. The indicators that are tracked in the study are the following: (1) incoming/new freshmen cohort achievement; (2) learning support; (3) enrollment; (4) efficiency; (5) degree progress and student achievement; (6) general education; (7) licensure examination program; (8) retention rate; (9) graduation rate; (10) graduate employment; (11) student satisfaction; (12) employer satisfaction; (13) fiscal; (14) faculty profile; (15) faculty satisfaction; (16) staff satisfaction; and (17) academic support and administrative efficiency/ satisfaction (this category is divided up into 27 different areas and each are addressed individually). The actual results for the 2002-2003 academic years is not yet available, but by looking at this document one gain a good sense of what is expected of the Dalton State College in 2002-2003. (MZ)

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KEY PERFORMANCE INDICATORS ACCOUNTABILITY REPORT CARD 2000-2003

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Note:
The most current data was used as benchmarks for 2000-2001 "Improvement Target." That also became data for 2000-2001 "Improvement Target," and may not necessarily be data for 2000-2001. The DSC Institutional Effectiveness Subcommittee set improvement targets for 2001-2002 and 2002-2003.

I. Incoming/New Freshman Cohort Achievement Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 1.	Average SAT Verbal score of incoming freshmen	474	474	480	482	485	N/A
KPI 1.	Average SAT Quantitative score of incoming freshmen	459	459	465	463	470	N/A
KPI 1.	Average SAT Composite score of incoming freshmen	915	915	930	938	945	N/A
KPI 1.	Average ACT English score of incoming freshmen	19	19	20	20	20	N/A
KPI 1.	Average ACT Math score of incoming freshmen	19	19	20	19	20	N/A
KPI 1.	Average ACT Reading score of incoming freshmen	20	20	21	21	21	N/A
KPI 1.	Average ACT Science Reasoning score of incoming freshmen	20	20	21	20	21	N/A
KPI 1.	Average ACT score of incoming freshmen	20	20	21	20	21	N/A
KPI 1.	Average high school GPA of incoming freshmen	2.6	2.6	2.6	3.3	3.3	N/A
KPI 1	Percentage of incoming freshmen who qualify as HOPE Scholarship recipients	47.2	47.2	48.5	47.7	50.0	N/A
KPI 1	Percentage of incoming freshmen with CPC deficiencies	25.8	25.8	25.0	24.0	25.0	N/A
KPI 1	Percentage of 2-and 4-year degree program incoming freshmen enrolled in remedial English courses	19.2	19.2	18.0	19.0	18.0	N/A
KPI 1	Percentage of certificate program incoming freshmen enrolled in remedial English	16.3	16.3	15.0	15.4	14.0	N/A

II. Learning Support Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 1.	Percentage of 2-and 4-year degree program incoming freshmen enrolled in remedial mathematics courses	60.5	60.5	59.0	58.2	59.0	N/A
KPI 1.	Percentage of certificate degree program incoming freshmen enrolled in remedial mathematics courses	7.1	7.1	7.0	7.0	7.0	N/A
KPI 1.	Percentage of 2-and 4-year degree program incoming freshmen enrolled in remedial reading courses	16.9	16.9	16.0	17.0	16.0	N/A
KPI 1	Percentage of certificate program incoming freshmen enrolled in remedial reading courses	22.6	22.6	21.0	21.2	21.0	N/A
KPI 1.	Percentage of 2-and 4-year degree program incoming freshmen whose COMPASS scores in reading is above the College's cutoff point	59.8	59.8	61.0	60.7	61.0	N/A
KPI 1.	Percentage of 2-and 4-year degree program incoming freshmen whose COMPASS scores in math is above the College's cutoff point	24.9	24.9	26.0	25.6	26.0	N/A
KPI 1.	Percentage of 2-and 4-year degree program incoming freshmen whose COMPASS scores in writing is above the College's cutoff point	76.6	76.6	78.0	77.0	78.0	N/A
KPI 1.	Percentage of certificate program incoming freshmen whose COMPASS scores in reading is above the College's cutoff point	18.3	18.3	20.0	19.7	20.0	N/A
KPI 1.	Percentage of certificate program incoming freshmen whose COMPASS scores in math is above the College's cutoff point	72.2	72.2	72.2	71.5	72.2	N/A
KPI 1	Percentage of certificate program incoming freshmen whose COMPASS scores in writing is above the College's cutoff point	58.7	58.7	60.0	60.8	60.0	N/A

III. Enrollment Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 2.	Head count enrollment (fall)	3,139	3,139	3,275	3,647	3,350	4,135
KPI 2.	Part-time enrollment as percentage of total enrollment (fall)	61.0	61.0	60.0	60.0	60.0	59.7
KPI 3.	EFT enrollment (fall)	1,841	1,841	1,860	2,190	1,880	2,483
KPI 3.	Percentage of applicants offered admission who enrolled	67.0	67.0	70.5	53.0	75.0	53.0
KPI 4.	Percentage of students who are Black/Non-Hispanic	2.5	2.5	2.6	2.0	2.7	2.1
KPI 4.	Percentage of students who are Hispanic	2.8	2.8	3.0	2.9	3.3	5.0
KPI 4.	Percentage of students who are American Indian/Alaska Native	0.3	0.3	0.3	0.1	0.3	0.1
KPI 4.	Percentage of students who are Asian/Pacific Islander	1.4	1.4	1.5	1.0	1.5	1.4
KPI 4.	Percentage of students who are White/Non-Hispanic	92.6	92.6	91.0	92.5	90.0	91.0
KPI 4.	Percentage of students who are international students	3.3	3.3	3.5	3.2	4.0	4.2
IV. Efficiency Indicators							
KPI 5.	Annual total student credit hours generated by undergraduate students	61,418	61,418	65,000	73,700	65,000	N/A
KPI 8.	Student-faculty ratio (ratio of FTE students to FTE teaching faculty)	18.0	18.0	18.0	20.0	18.0	N/A
KPI 8.	Average class size	18	18	18	20	18	22
KPI 25.	Total volume of library holdings	111,583	111,583	114,583	115,094	117,583	N/A
KPI 25.	Percentage of total expenditures devoted to library acquisitions	2.0	2.0	3.0	1.0	3.0	N/A

V. Degree Progress and Student Achievement Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 9.	Total number of degrees/certificates conferred	298	298	370	367	400	N/A
KPI 10	Percentage of first time Regents' Test takers who pass the essay test for the first time	91.0	91.0	91.0	86.0	91.0	N/A
KPI 10.	Percentage of first time Regents' Test takers who pass the reading test for the first time	84.0	84.0	84.0	86.0	84.0	N/A
KPI 10	Two-year college GPA average transfer rate at DSC	3.07	3.07	3.1	N/A	3.1	N/A
KPI 12	Gain in % between ETS pretest (new students) and ETS post-test (graduating students) in business	N/A	N/A	N/A	N/A	N/A	N/A
VI. General Education Indicators							
KPI 12.	Gain in % points between CAAP pretest (entering freshmen) and CAAP post-test (graduating students) in math	5.7	5.7	6.5	N/A	7.0	N/A
KPI 12.	Gain in % points between CAAP pretest (entering freshmen) and CAAP post-test (graduating students) in reading	6.8	6.8	7.5	N/A	8.0	N/A
KPI 12	Gain in % points between CAAP pretest (entering freshmen) and CAAP post-test (graduating students) in science reasoning	6.4	6.4	7.5	N/A	8.0	N/A
KPI 12.	Gain in % points between CAAP pretest (entering freshmen) and CAAP post-test (graduating students) in critical thinking	4.8	4.8	5.5	N/A	6.0	N/A

General Education Student Survey

KPI	Performance Indicator	Improvement Target for 2000-2001	Actual Results 2000-2001	Improvement Target for 2001-2002	Actual Results 2001-2002	Improvement Target for 2002-2003	Actual Results 2002-2003
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to determine the form of communication appropriate to a particular audience and purpose"	92.0	92.0	95.0	88.0	96.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to gather data for research purpose from various sources, including the computer and the Intemet"	93.0	93.0	94.0	87.8	95.0	N/A
KPI 12	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to organize ideas in a logical way"	93.0	93.0	95.0	90.4	98.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to write well"	86.0	86.0	90.0	86.3	96.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to speak well and give oral presentations"	91.0	91.0	95.0	84.8	95.0	N/A
KPI 12.	Percentages of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to apply my knowledge of science to solve problems"	84.0	84.0	90.0	80.2	95.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I leamed to explain basic principles governing natural sciences and scientific experiments"	79.0	79.0	85.0	72.1	90.0	N/A

General Education Student Survey

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to think critically"	95.0	95.0	97.0	91.4	97.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to perform basic mathematical operations"	90.0	90.0	95.0	84.3	95.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to use and become familiar with computers and other forms of electronic media, such as the Internet"	88.0	88.0	95.0	85.2	95.0	N/A
KPI 12	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to describe and understand the major forces and events that shaped history and society"	86.0	86.0	90.0	76.7	90.0	N/A
KPI 12	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to analyze issues from different perspectives and to be open to viewpoints other than my own"	91.0	91.0	92.0	89.8	92.0	N/A
KPI 12	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to analyze behavior of individuals as well as social groups and institutions"	90.0	90.0	92.0	85.8	92.0	N/A

General Education Student Survey

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to use scientific knowledge and practical experience to access personal well-being and to maintain wellness"	87.0	87.0	90.0	85.3	90.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to demonstrate knowledge and skills to become active in my community and society"	87.0	87.0	92.0	83.7	92.0	N/A
KPI 12.	Percentage of graduates who agree/strongly agree that "As a result of my education at DSC, I learned to make informed judgments in interpreting and appreciate works of art, including literature"	85.0	85.0	85.0	77.2	85.0	N/A
VII. Licensure Examination Indicators							
KPI 11.	Percentage of RN graduates who passed licensing exams for Registered Nursing (NCLEX-RN)	88.9	88.9 (state average = 82.6)	92.0 (or state average)	86.5 (state average = 86.7)	92.0 (or state average)	N/A
KPI 11	Percentage of LPN graduates who passed licensing exams for Licensed Practical Nursing (NCLEX-LPN)	100.0	100.0	100.0	100.0	100.0	N/A
KPI 11.	Percentage of MLT graduates who passed licensing and/or certification exams for Medical Laboratory Technology	100.0	100.0	100.0	100.0	100.0	N/A
KPI 11.	Percentage of RT graduates who passed licensing and/or certification exams for Radiologic Technology	100.0	100.0	100.0	100.0	100.0	N/A

VIII. Retention Rate Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 6.	Percentage of first-time full-time freshmen who return in the following fall semester	59.8	59.8	62.0	N/A	63.0	N/A
KPI 6.	Percentage of male first-time, full-time freshmen who return in the following fall semester	57.0	57.0	60.0	N/A	62.0	N/A
KPI 6.	Percentage of female first-time, full-time freshmen who return the following fall semester	61.8	61.8	63.0	N/A	64.0	N/A
KPI 6.	Percentage of White first-time, full-time freshmen who return in the following fall semester	59.7	59.7	62.0	N/A	63.0	N/A
KPI 6.	Percentage of African-American first-time, full-time freshmen who return in the following fall semester	N/A	N/A	N/A	N/A	N/A	N/A
KPI 6.	Percentage of Hispanic first-time, full-time freshmen who return in the following fall semester	61.5	61.5	63.0	N/A	64.0	N/A
IX. Graduation Rate Indicators							
KPI 7.	Percentage of first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	31.4 (1995-1999)	31.4	33.0	N/A	33.0	N/A
KPI 7	Percentage of male first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	22.9 (1995-1999)	22.9	33.0	N/A	33.0	N/A

IX. Graduation Rate Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 7.	Percentage of female first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	36.7 (1995-1999)	36.7	37.0	N/A	37.0	N/A
KPI 7.	Percentage of White first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	31.8 (1995-1999)	31.8	33.0	N/A	33.0	N/A
KPI 7.	Percentage of African-American first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	18.1 (1995-1999)	18.1	33.0	N/A	33.0	N/A
KPI 7	Percentage of Hispanic first-time, full-time freshmen seeking an associate or certificate who matriculated and received an associate degree or certificate or transferred to a four-year institution within four years	16.7 (1995-1999)	16.7	33.0	N/A	33.0	N/A
KPI 7	Percentage of first-time freshmen who received their bachelor's degree at DSC within six years	N/A	N/A	N/A	N/A	N/A	N/A

X. Graduate Employment Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 18.	Percentage of Business Division graduates employed or continuing their education within 12 months of graduation	72.7	72.7	75.0	75.0	80.0	N/A
KPI 18.	Percentage of Nursing Division graduates employed or continuing their education within 12 months of graduation	100.0	100.0	100.0	100.0	100.0	N/A
KPI 18.	Percentage of all students graduating from a certificate or two-year associate degree occupational/vocational program who were employed within a related field within 12 months of graduation	92.4	92.4	93.0	N/A	93.5	N/A
XI Student Satisfaction Indicators							
KPI 15.	Percentage of DSC students are "very satisfied" or "satisfied" with the college in general	83.6	83.6	85.0	81.3	88.0	N/A
KPI 15.	Percentage of graduates that rated the quality of education received at DSC as "excellent" or "good"	91.0	91.0	93.0	86.3	93.0	N/A
KPI 15	Percentage of graduates that said they definitely or probably made the right choice in attending DSC	90.0	90.0	92.0	88.8	94.0	N/A
KPI 16.	Percentage of graduates that would definitely or probably choose to attend DSC if they could start college over	86.0	86.0	90.0	78.2	92.0	N/A
KPI 20.	Percentage of alumni that rated the quality of education received at DSC as "excellent" or "good"	94.0	94.0	95.0	93.7	95.0	N/A
KPI 20.	Percentage of alumni that would definitely choose to attend DSC if they could start college over	66.0	66.0	68.0	62.5	70.0	N/A

XII Employer Satisfaction Indicators

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 19.	Percentage of employers who rate the level of satisfaction with the work and performance of DSC graduates as "very satisfied/satisfied"	98.5	98.5	99.0	94.4	99.0	N/A
KPI 19.	Percentage of employers who say based on their experiences in employing DSC graduates, they will continue to hire them	100.0	100.0	100.0	100.0	100.0	N/A
XIII. Fiscal Indicators							
KPI 27	Total revenue earned from tuition and fees as percentage of total expenditures	22.0	22.0	23.0	17.0	24.0	N/A
KPI 27.	Total operating expenditures per equivalent full-time student	$6,400	$6,400	$6,400	6,693	$6,400	N/A
KPI 27.	Instruction and related expenditures per full-time student	$4,704	$4,704	$4,704	N/A	$4,704	N/A
KPI 27.	Instruction expenditures as percentage of unrestricted education and general expenditures	50.0	50.0	50.0	45.0	50.0	N/A
KPI 27.	Academic support expenditures as percentage of unrestricted education and general expenditures	9.0	9.0	9.0	6.2	9.0	N/A
KPI 27	Institutional support expenditures as percentage of unrestricted education and general expenditures	16.0	16.0	15.0	10.1	14.0	N/A
KPI 27	Scholarship and fellowship expenditures as percentage of unrestricted education and general expenditures	15.0	15.0	16.0	21.9	16.5	N/A
KPI 27.	Student services expenditures as percentage of unrestricted education and general expenditures	7.0	7.0	7.3	5.9	7.5	N/A

XIII. Fiscal Indicators

KPI	Performance Indicator	Improvement Target for 2000-2001	Actual Results 2000-2001	Improvement Target for 2001-2002	Actual Results 2001-2002	Improvement Target for 2002-2003	Actual Results 2002-2003
KPI 27.	Physical plant and maintenance expenditures as percentage of unrestricted education and general expenditures	7.0	7.0	7.0	5.5	7.0	N/A
KPI 27.	Fiscal year amount actually received in private gifts and pledges (actual $)	$2.4m	$2.4m	$2.5m	$2.1m	$2.6m	N/A
KPI 27.	Fiscal year market value of endowment and foundation support	$7.2m	$7.2m	$7.5m	$8.8m	$8.0m	N/A
XIV. Faculty Profile Indicators							
KPI 22.	Total number of full-time tenured/tenure track faculty employed at DSC	104	104	110	109	115	112
KPI 22.	Percentage of faculty who hold the doctoral degree	56.0	56.0	60.0	54.0	60.0	52.0
KPI 23.	Percentage of full-time female faculty	46.0	46.0	50.0	46.0	50.0	47.0
KPI 23.	Percentage of full-time minority faculty	7.0	7.0	10.0	6.0	10.0	5.0
XV. Faculty Satisfaction Indicators							
KPI 21.	Percentage of faculty that strongly agree or agree that "Overall, I am satisfied with working conditions at DSC"	95.0	95.0	95.0	90.0	95.0	N/A
KPI 21.	Percentage of faculty that strongly agree or agree that, "I would recommend DSC as a place of employment to others"	96.0	96.0	96.0	87.1	96.0	N/A
XVI. Staff Satisfaction Indicators							
KPI 21.	Percentage of staff that strongly agree or agree that, "Overall, I am satisfied with working conditions at DSC"	90.0	90.0	95.0	95.1	95.0	N/A
KPI 21.	Percentage of staff that strongly agree or agree that, "I would recommend DSC as a place of employment to others"	89.0	89.0	95.0	95.2	95.0	N/A

XVII. Academic Support and Administrative Efficiency/Satisfaction Indicators

ACE Center

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 21.	Percentage of students that have been served by Disability Support Services who are satisfied with services provided by the Disability Support area of the ACE Center	93.5	93.5	94.0	86.0	95.0	N/A
KPI 21.	Percentage of faculty satisfied or very satisfied with the ACE Center	91.0	91.0	92.0	94.2	92.0	N/A
KPI 21.	Percentage of graduating students satisfied or very satisfied with the ACE Center	66.0	66.0	70.0	71.1	75.0	N/A
Academic Advising							
KPI 15.	Percentage of students satisfied or very satisfied with academic advising	76.7	76.7	80.0	74.6	85.0	N/A
KPI 15.	Percentage of graduating students that rate the quality of academic advising as "good" or "excellent"	70.0	70.0	75.0	66.5	80.0	N/A
Academic Support Services (e.g., Math Lab, Writing Lab)							
KPI 15.	Percentage of graduating students satisfied or very satisfied with academic support services	52.0	52.0	55.0	64.0	57.0	N/A
Academic Vice President's Office							
KPI 15.	Percentage of graduating students satisfied or very satisfied with the academic vice president's office	62.0	62.0	65.0	67.0	70.0	N/A
KPI 21.	Percentage of faculty satisfied or very satisfied with the academic vice president's office	87.0	87.0	90.0	73.9	92.0	N/A
Admissions (Enrollment Services)							
KPI 15.	Percentage of students satisfied or very satisfied with general admissions procedures	64.5	64.5	65.0	68.8	65.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with the admissions office	88.0	88.0	89.0	84.3	90.0	N/A
KPI 21.	Percentage of faculty satisfied or very satisfied with the admissions office	74.0	74.0	75.0	88.0	75.0	N/A

Adult Literacy

KPI	Performance Indicator	Improvement Target for 2000-2001	Actual Results 2000-2001	Improvement Target for 2001-2002	Actual Results 2001-2002	Improvement Target for 2002-2003	Actual Results 2002-2003
KPI 33.	Percentage of adult literacy students who pass the GED program	61.6	61.6	61.6	66.0	65.0	N/A
Bookstore							
KPI 15	Percentage of students satisfied or very satisfied with the bookstore	74.8	74.8	77.0	69.2	80.0	N/A
KPI 15	Percentage of graduating students satisfied or very satisfied with the bookstore	87.0	87.0	90.0	80.2	90.0	N/A
KPI 21	Percentage of faculty satisfied or very satisfied with the bookstore	93.0	93.0	93.0	92.8	95.0	N/A
Business Office							
KPI 15	Percentage of students satisfied or very satisfied with the business office	66.2	66.2	68.0	67.1	70.0	N/A
KPI 15	Percentage of graduating students satisfied or very satisfied with the business office	88.0	88.0	91.0	83.8	93.0	N/A
KPI 21	Percentage of faculty satisfied or very satisfied with the business office	93.0	93.0	93.0	92.7	93.0	N/A
KPI 21.	Percentage of staff satisfied or very satisfied with the business office	85.0	85.0	87.0	92.0	87.0	N/A
Campus Security							
KPI 15	Percentage of students satisfied or very satisfied with campus security	79.9	79.9	82.0	76.9	82.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with campus security	81.0	81.0	84.0	72.6	84.0	N/A
KPI 21	Percentage of faculty satisfied or very satisfied with campus security	91.0	91.0	92.0	91.3	92.0	N/A
KPI 21.	Percentage of staff satisfied or very satisfied with campus security	88.0	88.0	90.0	98.3	90.0	N/A
Career Placement Services							
KPI 15.	Percentage of students satisfied or very satisfied with career/job placement services	59.7	59.7	62.0	59.2	62.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with career/job placement services	49.0	49.0	60.0	47.2	62.0	N/A

Central Receiving

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 21.	Percentage of faculty satisfied or very satisfied with central receiving	97.0	97.0	97.0	97.0	97.0	N/A
KPI 21.	Percentage of staff satisfied or very satisfied with central receiving	90.0	90.0	90.0	96.8	90.0	N/A
Computer Services							
KPI 15	Percentage of students satisfied or very satisfied with computer services	89.9	89.9	90.0	84.5	90.0	N/A
KPI 21.	Percentage of faculty satisfied or very satisfied with computer services	67.0	67.0	70.0	85.5	75.0	N/A
KPI 21	Percentage of staff satisfied or very satisfied with computer services	68.0	68.0	70.0	87.1	75.0	N/A
KPI 15	Percentage of graduating students satisfied or very satisfied with computer services	90.0	90.0	91.0	76.1	92.0	N/A
Continuing Education							
KPI 32.	Number of Continuing Education programs and courses offered	491	491	495	455	495	N/A
KPI 32.	Number of participants enrolled in Continuing Education programs and courses	7,293	7,293	7,750	8,558	8,750	N/A
KPI 32	Percentage of participants satisfied or very satisfied with Continuing Education programs and courses	95.0	95.0	96.0	99.0	97.0	N/A
Financial Aid Services							
KPI 15	Percentage of students satisfied or very satisfied with financial aid services	64.3	64.3	67.0	76.2	70.0	N/A
KPI 15	Percentage of graduating students satisfied or very satisfied with financial aid services	68.0	68.0	75.0	72.1	80.0	N/A

Food Services

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 21.	Percentage of faculty satisfied or very satisfied with food services	83.0	83.0	85.0	81.2	85.0	N/A
KPI 21	Percentage of staff satisfied or very satisfied with food services	79.0	79.0	83.0	75.8	85.0	N/A
KPI 15.	Percentage of students satisfied or very satisfied with food services	73.7	73.7	75.0	76.9	80.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with food services	79.0	79.0	80.0	77.7	80.0	N/A
Institutional Research and Planning							
KPI 21	Percentage of faculty satisfied or very satisfied with the institutional research office	92.0	92.0	93.0	95.6	93.0	N/A
KPI 21.	Percentage of staff satisfied or very satisfied with the institutional research office	79.0	79.0	80.0	93.5	80.0	N/A
Intramural Sports							
KPI 15.	Percentage of students satisfied or very satisfied with intramural programs and services	76.6	76.6	78.0	80.0	80.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with intramural programs and services	35.0	35.0	40.0	46.2	45.0	N/A
Learning Support							
KPI 15.	Percentage of graduating students satisfied or very satisfied with learning support	53.0	53.0	55.0	61.9	56.0	N/A

KPI	Performance Indicator	Improvement Target for 2000-2001	Actual Results 2000-2001	Improvement Target for 2001-2002	Actual Results 2001-2002	Improvement Target for 2002-2003	Actual Results 2002-2003
Library Services							
KPI 15	Percentage of students satisfied or very satisfied with library services	86.9	86.9	88.0	83.0	88.0	N/A
KPI 15	Percentage of graduating students satisfied or very satisfied with library services	92.0	92.0	93.0	82.8	95.0	N/A
KPI 21	Percentage of faculty that "strongly agree" or "agree" that DSC's library resources are sufficient to support the College's educational program	90.0	90.0	92.0	92.9	92.0	N/A
Orientation Program							
KPI 15	Percentage of students satisfied or very satisfied with the College's orientation program	98.0	98.0	98.0	75.9	98.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with the College's orientation program	69.0	69.0	72.0	68.0	74.0	N/A
Parking Services							
KPI 15.	Percentage of students satisfied or very satisfied with parking services	29.0	29.0	33.0	34.9	35.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with parking services	67.0	67.0	71.0	53.8	71.0	N/A
KPI 21.	Percentage of faculty satisfied or very satisfied with parking services	85.0	85.0	85.0	64.2	85.0	N/A
KPI 21	Percentage of staff satisfied or very satisfied with parking services	66.0	66.0	68.0	58.1	68.0	N/A
President's Office							
KPI 21.	Percentage of faculty satisfied or very satisfied with the president's office	97.0	97.0	97.0	95.7	97.0	N/A
KPI 21	Percentage of staff satisfied or very satisfied with the president's office	90.0	90.0	90.0	96.8	92.0	N/A

Public Relations Office

KPI	*Performance Indicator*	*Improvement Target for 2000-2001*	*Actual Results 2000-2001*	*Improvement Target for 2001-2002*	*Actual Results 2001-2002*	*Improvement Target for 2002-2003*	*Actual Results 2002-2003*
KPI 21.	Percentage of faculty satisfied or very satisfied with the public relations office	83.0	83.0	85.0	92.8	85.0	N/A
KPI 21.	Percentage of staff satisfied or very satisfied with the public relations office	85.0	85.0	85.0	91.9	85.0	N/A
Student Center and Activities							
KPI 15.	Percentage of students satisfied or very satisfied with the purposes for which student activity fees are used	46.0	46.0	50.0	46.6	50.5	N/A
KPI 15	Percentage of graduating students satisfied with the student center	84.0	84.0	85.0	81.8	85.0	N/A
Student Government							
KPI 15.	Percentage of students satisfied or very satisfied with student government	38.9	38.9	40.0	38.0	42.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with student government	35.0	35.0	45.0	42.6	50.0	N/A
KPI 21	Percentage of faculty satisfied or very satisfied with student government	90.0	90.0	90.0	94.1	90.0	N/A
Student Records							
KPI 15.	Percentage of graduating students satisfied or very satisfied with student records	85.0	85.0	86.0	81.2	88.0	N/A
Tutorial Services							
KPI 15.	Percentage of students satisfied or very satisfied with College tutorial services	72.0	72.0	73.0	73.4	75.0	N/A
KPI 15.	Percentage of graduating students satisfied or very satisfied with College tutorial services	32.0	32.0	40.0	47.8	45.0	N/A

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